FCC For	m 481 - Carrier Annual Reporting Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	371557	
<015>	Study Area Name	HARTMAN TEL EXCH INC	
<020>	Program Year	2017	
<030>	Contact Name: Person USAC should contact with questions about this data	Linda L McKain	
<035>	Contact Telephone Number: Number of the person identified in data line <030>	3084232000 ext.	
<039>	Contact Email Address: Email of the person identified in data line <030>	lmckain@bwtelcom.net	
	Form Type	54.313 and 54.422	

Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010> Study Area Code	371557
<015> Study Area Name	HARTWAN TEL EXCH INC
<020> Program Year	2017
<030> Contact Name - Person USAC should contact regarding this data	Linda L McKain
<035> Contact Telephone Number - Number of person identified in data line <030>	3084232000 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	lmckain@bwtelcom.net
<110> Has your company received its ETC certification from the FCC?	(yes / no) (o / sok)
If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 <111> year plan" filed with the FCC?	(yes / no) (o / sak)
If your answer to Line <111> is yes, please file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service. <112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.	371557ne112.pdf ompanyis a
Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 1.12, contains a progress report on its five-year service quality improvement plan pursuant to \$54.202(a). The information shall be submitted at the wire center level or census block as appropriate.	Name of Attached Document year e
 <113> Maps detailing progress towards meeting plan targets <114> Report how much universal service (USF) support was received <115> How much (USF) was used to improve service quality and how support was used to improve service coverage <116> How much (USF) was used to improve service capacity and how support was used to improve service capacity <117> How much (USF) was used to improve service capacity and how support was used to improve service capacity <118> Provide an explanation of network improvement targets not met 	re service quality ve service coverage ve service capacity ve service capacity Not Applicable

									lul,	July 2013	OMIS COTTON NO. 3080-0386/OMIS COTTON NO. 3080-0819 July 2013	o. sueu-usts
<010>	Study Area Code	ode				371557						
<015>	Study Area Name	ame				HARTMAN TEL EXCH INC	EXCH INC					
<020>	Program Year					2017						
<030>	Contact Name	Contact Name - Person USAC should contact regarding this data	should contac	t regarding this	s data	Linda L McKain	Cain					
<035>	Contact Telep	Contact Telephone Number - Number of person identified in data line <030>	Number of pe	rson identified	in data line <c< td=""><td>30> 3084232000 ext.</td><td>ext.</td><td></td><td></td><td></td><td></td><td></td></c<>	30> 3084232000 ext.	ext.					
<039>	Contact Emai	Contact Email Address - Email Address of person identified in data line <030>	I Address of pe	erson identified	in data line <	030> lmckain@bwtelcom.net	elcom.net					
<210>	For the prio	For the prior calendar year, were there any reportable voice service outages?	r, were there	any reportal	ble voice serv	rice outages?	No					
<220>	%	<	 	<	<	<c1></c1>	<0.5>	\$	<e></e>	¢	<g>></g>	ę
	NORS Reference Number	Outage Start Date	Outage Start Outage Start Date Time	Outage End Date	Outage End Time	Number of Customers Affected	Total Number of	911 Facilities Affected	Service Outage	Did This Outage Affect Multiple Study Areas	Service Outses	avitetuavad
								(Yes / No)	all that apply)	(Yes / No)	Resolution	Procedures

(300) Unfulfilled Service Request Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010> Study Area Code	3771567
<015> Study Area Name	HARTWAN TEL EXCH INC
<020> Program Year	2017
<030> Contact Name - Person USAC should contact regarding this data	Linda L McKain
<035> Contact Telephone Number - Number of person identified in data line <030>	3084232000 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	lmckain@bwtelcom.net
<300> Unfulfilled service request (voice)	
<310> Detail on attempts (voice)	
Nan	Name of Attached Document
<320> Unfulfilled service request (broadband)	
<330> Detail on attempts (broadband)	
	Name of Attached Document

Page 4

(400) Number of Complaints per 1,000 customers	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
Blooding to the compact of the compa	July 2013

<010>	Study Area Code	371557
<015>	Study Area Name	HARTMAN TEL BECH INC
<020>	Program Year	2017
<030>	Contact Name - Person USAC should conta	act regarding this data
<035>	Contact Telephone Number - Number of p <030>	person identified in data line 3084232000 ext.
<039>	Contact Email Address - Email Address of <030>	person identified in data line lmckain@bwtelcom.net
<400>	Select from the drop-down list to indicate voice complaints (zero or greater) for voice calendar year for each service area in whice any facilities you own, operate, lease, or o	e telephony service in the prior Offered only fixed voice chyou are designated an ETC for
<410>	Complaints per 1000 customers for fixed v	voice 0.0
<420>	Complaints per 1000 customers for mobile	e voice
<430>	Select from the drop-down list to indicate end-user customer complaints (zero or gre the prior calendar year for each service ar an ETC for any facilities you own, operate,	eater) for broadband service in Offered only fixed broadband ea in which you are designated
<440>	Complaints per 1000 customers for fixed b	proadband 0.0
<450>	Complaints per 1000 customers for mobile	e broadband

	npliance With Service Quality Standards and Consumer Protection Rules ection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060- July 2013						
<010>	Study Area Code	371557							
<015>	Study Area Name	HARTMAN TEL I	EXCH INC						
<020>	Program Year	2017							
<030>	Contact Name - Person USAC should contact regarding this data	Linda L McKa	in						
<035>	Contact Telephone Number - Number of person identified in data line <030>	3084232000 6	ext.						
<039>	Contact Email Address - Email Address of person identified in data line <030>	lmckain@bwte	elcom.net						
<500>	Certify compliance with applicable service quality standards and consumer pro-	otection rules	Yes						
<510>	Descriptive document for Service Quality Standards & Consumer Protection Ru	ules Compliance	371557ne510.pdf						

(600) Functionality in Emergency Situations	FCC Form 481
) Functionality in Emergency Situations a Collection Form	OMB Control No. 3060-0986/OM8 Control No. 3060-0819
	July 2013

:010>	Study Area Code	371557	
<015>	Study Area Name	HARTMAN TEL EXCH INC	
<020>	Program Year	2017	
<030>	Contact Name - Person USAC should contact regarding this data	Linda L McKain	
<035>	Contact Telephone Number - Number of person identified in data line <030>	3084232000 est.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	lmckai@bwtelcom.net	
<600>	Certify compliance regarding ability to function in emergency situations	Yes	
<610>	Descriptive document for Functionality in Emergency Situations	371557ne610.pdf	733000

(700) P	rice Offerin	(700) Price Offerings including Voice Rate Data	Rate Data				FCC Form 481	1481	
Data C	Data Collection Form	orm					OMB Cont	OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013	ontrol No. 3060-0819
<010>	Study Area Code	a Code			371557				
<015>	Study Area Name	a Name			HARTMAN TEL EXCH INC	, EXCH INC			
<020>	Program Year	Year			2017				
<030>		Contact Name - Person USAC should contact regarding this data	should contai	ct regarding this d	Linda L	McKain			
<035>		Contact Telephone Number - Number of person identified in data line <030>	Number of pe	erson identified in	data line <030>	3084232000 ext.			
<039>		Contact Email Address - Email Address of person identified in data line <030>	Address of p	erson identified ir	data line <030>	lmckain@bwtelcom.net			
<701>	Residential Lo Single State-v	Residential Local Service Charge Effective Date Single State-wide Residential Local Service Charge	ective Date service Charge	1/1/20	1/1/2016				
<703>	cla.	<95>	4 33	61 >	4 95>	<633	\$ \$	\$\$ \$ \$	Ç
	9	Coll contract	()250/ ()40	7.0	Residential Local			Mandatory Extended Area	
	State	ryciaige (irec)	אר ורבור)	ugie i khe	Service hate	State Subscriber Line Charge	State Universal Service Fee	Service Charge	Total per line Rates and Fees
					See at	See attached worksheet			
							The second secon		

(710) Br	(710) Broadbrand Price Offerings						FCC Form 481	481		
Data Co	Data Collection Form						OMB Cont July 2013	rol No. 3060-0986/	OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013	119
<010>	Study Area Code		37	371557		8				
<015>	Study Area Name			HARTMAN TEL EXCH INC	INC					
<020>	Program Year			2017						
<030>		Contact Name - Person USAC should contact regarding this data	nis data	Linda L McKain						
<032>		Contact Telephone Number - Number of person identified in data line <030>	d in data line <030>	3084232000 ext.						
<039>		Contact Email Address - Email Address of person identified in data line <030>	ed in data line <030>	lmckain@bwtelcom.net	n.net					
<117>	ca1>	<a>20		< \$49	9	, cdr	S	\$ 5	, who	
•				770	_	ATD.	/70>	Sch	<404×	
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rate and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached {select}	
										-
				See attached	had					
				workshoot	201					
				- norverieer						
										-
										_

FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013		SNI			n.net				<a2></a2>	SAC Doing Business As Company or Brand Designation	See attached worksheet									-
(800) Operating Companies Data Collection Form	<010> Study Area Code 371557	<015> Study Area Name HARTWAN TRI EXCH TNC	<030> Contact Name - Person USAC should contact regarding this data Linda Lind	ta line <030>	<039> Contact Email Address - Email Address of person identified in data line <030> 1mckain@bwtelcom.net	<810> Reporting Carrier Hartman Telephone Exchanges, Inc.	<811> Holding Company BW Telcom	<812> Operating Company Hartman Telephone Exchanges, Inc.	<813> <a1></a1>	Affiliates	See attach									•

(900) Tribal Lands Reporting Data Collection Form	FCC Form 48.1 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010> Study Area Code	371557
1	HARIWAN TEL EXCH INC
<020> Program Year	2017
<030> Contact Name - Person USAC should contact regarding this data	Linda L McKain
<035> Contact Telephone Number - Number of person identified in data line <030>	3084232000 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	lmckain@bwtelcom.net
<900> Does the filing entity offer tribal land services? (Y/N)	No
<910> Tribal Land(s) on which ETC Serves	
<920> Tribal Government Engagement Obligation	
	Name of Attached Document
If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to \$54.313(a)(g) includes: <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions. <922> Feasibility and sustainability planning; <923> Marketing services in a culturally sensitive manner; <924> Compliance with Rights of way processes <926> Compliance with Eacilities Siting rules <927> Compliance with Environmental Review processes <928> Compliance with Cultural Preservation review processes <929> Compliance with Tribal Business and Licensing requirements.	Select Yes or No or Not Applicable

1000 V	(1000) Voice and Broadband Service Rate Comparability	FCC Form 481
Data Col	Data Collection Form	OMB Control No 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	371557
<015>	Study Area Name	HARTWAN TEL EXCH INC
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Linda L McKain
<035>	Contact Telephone Number - Number of person identified in data line <030>	3084232000 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	lmckain@bwtelcom.net
<1000>	Voice services rate comparability certification Attach detailed description for voice services rate	Not Applicable
	comparability compliance	Name of Attached Document
<1020>	Broadband comparability certification	Not Applicable
<1030>	Attach detailed description for broadband comparability compliance	
		Name of Attached Document

(2000) Price C	(2000) Price Cap Carrier Additional Documentation		FCC Form 481	
Data Collection Form	on Form		OMB Control I	OMB Control No. 3060-0986/OMB Control No. 3060-0819
including Kate	including Nate-of-Neturn Carners affiliated with Price Cap Local Exchange Carriers		7013 7013	
	Study Area Code	371557		
	Study Area Name	HARTMAN TEL EXCH INC		
	Program Year	2017		
<030> Con	Contact Name - Person USAL should contact regarding this data	3084232000 ext.		
1	Contact Telephone Number - Number of person identified in data line <030> Contact Email Address - Email Address of person identified in data line <030>	lmckain@bwtelcom.net		The state of the s
Select the a	Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c), (d), (e). The information reported on this form and in the documents attached below is accurate.	compliance as a recipien c),(d),(e). The informatio	t of Incremental High Cost support, High Cost supl n reported on this form and in the documents att	oort to offset access charge reductions, ached below is accurate.
Inc	Incremental Connect America Phase I reporting			
<2010>	2nd Year Certification 47 CFR § 54.313(b)(1)(i) - Note that for the July 1 2016 certification, this applies to Round 2 recipients of Incremental	hat for the July 1 f Incremental		
	Support			
<2011>	3rd Year Certification 47 CFR § 54.313(b)(1)(ii) - Note that for the July 1 2016 certification, this applies to Round 1 recipients of Incremental	hat for the July 1 f Incremental		
	Support			
<2022>	Recipient certifies, representing year two after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for a contract the transfer of the program for a contract the straight of the stra	notice of locations in nd Initiatives Program for		
	Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.	ledst 4 V.		
<2023>	The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was enemt. This course was two	tement of the total amount of sar in meeting Connect scompanied by a list of census.		
<2024A>	S4.313(b)(2)(ii). Round 2 recipients only. Round 2 Recipient of Incremental Support?			
<2024B>	Attach list of census blocks indicating where funding was spent in year two - 54.313(b)(7)(ii) Round 2 recipients only	as spent in year	Name of Attached Document Listing	
<2025A>	Round 1 or Round 2 Recipient of Incremental Support?	0.		
<2025B>	Attach geocoded Information for Phase I milestone reports (Round 1 for year three and Round 2 for year two) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-	oorts (Round 1 for ca Fund , WC	Name of Attached Document Listing Required Information	
<2015>	2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)	54.313(c)(4)		

FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819	Lany vol. 3	Name of Attached Document Listing Required Information	Name of Attached Document Listing Required Information						Page 16
(2000) Price Cap Carrier Additional Documentation (Continued) Data Collection Form	Price Cap Carrier Onnect America ICC Support {47 CFR § 54.313(d)} <2016> Certification support used to build broadband Connect America Phase II Reporting {47 CFR § 54.313(e)} <2017A> Connect America Fund Phase II recipient?	Attach information for Phase II - 54.313(e)(1) - list of geocoded locations already meeting the 54.309 public interest obligations at the end of calendar year 2015 and total amount of Phase II support, if any, the price	cap carrier used for capital expenditures in 2015. Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(2)(ii)	Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(2)(v)	Recipient certifies that it offered broad interest obligations specified in §54.303 in the state on December 31, 2017 - 54		Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 80% of its supported locations in the state on December 31, 2019 - 54.313(e)(5)	Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 100% of its supported locations in the state on December 31, 2020 - 54.313(e)(6)	
(2000) Price Cap Carri Data Collection Form	Price Price Connect Co	<2017B>	<2018>	<2019>	<2020>	<2021>	<2026>	<2027>	

FCC Form 481

		July 2013
<010>	Study Area Code	371557
<015>	Study Area Name	HARTMAN TEL EXCH INC
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Linda L McKain
<035>	Contact Telephone Number - Number of person identified in data line <030>	3084232000 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	lmckain@bwtelcom.net

(3005) Rate Of Return Carrier Additional Documentation

Complete the items below to note compliance with five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

	Progress Report on 5 Year Plan			
(3009)	Carrier certifies to 54.313(f)(1)(iii)			
		Y	es - Attach Certific	ation
(3010A)	Milestone Certification {47 CFR § 54.313(f)(1)(i)}			371557ne3010.pdf
(3010B)	Please Provide Attachment	Name of Attached Docu Information	ment Listing Required	
(3012A)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}	Yes - Attach New Commu	nity Anchors	371557ne3012.xls
(3012B)	Please Provide Attachment	Name of Attached Docu Information	ment Listing Required	
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}	(Yes/No)	OO	
(3014)	If yes, does your company file the RUS annual report	(Yes/No)	0 0	
	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:			
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)			
(3016)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows			
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Docu Information	ment Listing Required	
(3018)	If the response is no on line 3014, is your company audited? If the response is yes on line 3018, please check the boxes below to confirm your submission on line	(Yes/No)	0 0	
(3019)	3026 pursuant to § 54.3.13(f)(2), contains: Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers Document(s) for Balance Sheet, Income Statement			
(3021)	and Statement of Cash Flows Management letter and/or audit opinion issued by			
,,	the independent certified public accountant that performed the company's financial audit. If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:			
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers		1	
(3023)	Underlying information subjected to a review by an independent certified public accountant		1	
(3024)	Underlying information subjected to an officer certification.		/	
(3025)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows		1	
(3026)	Attach the worksheet listing required information	Name of Attached Docu Information	ment Listing Required	371557ne3026.pdf

(3005) Rate Of Return Carrier Additional Documentation (Continued)	FCC Form 481	
Data Collection Form	OMB Control No. 3060-0	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013	
<010> Study Area Code	371557	
<015> Study Area Name	HARTMAN TEL BXCH INC	
<020> Program Year	2017	
<030> Contact Name - Person USAC should contact regarding this data	Linda L McKain	
<035> Contact Telephone Number - Number of person identified in data line <030> 3084232000 ext.	3084232000 ext.	
<039> Contact Email Address - Email Address of person identified in data line <030> lmckain@bwtelcom.net	lmckain@bwtelcom.net	

									_
Financial Data Summary	(3027) Revenue	(3028) Operating Expenses	(3029) Net Income	(3030) Telephone Plant In Service(TPIS)	(3031) Total Assets	(3032) Total Debt	(3033) Total Equity	(3034) Dividends	_

Redacted for Public Inspection

(4005) Rural Broadband Experiment Additional Documentation	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

Study Area Code	371557
Study Area Name	HARTMAN TEL ENCH INC
Program Year	2017
Contact Name - Person USAC should contact regarding this data	Linda L McKain
Contact Telephone Number - Number of person identified in data li	ine <030> 3084232000 ext.
Contact Email Address - Email Address of person identified in data I	ine <030> lmckain@bwtelcom.net
	Study Area Name Program Year Contact Name - Person USAC should contact regarding this data Contact Telephone Number - Number of person identified in data li

4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

Public Interest Obligations - FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission's public interest obligations. All RBE participants must provide a response to Line 4001.

4001. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

Community Anchor Institutions - FCC 14-98 (paragraph 79)

4003a. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

speed and data usage allowances available in the

relevant geographic area.

4003b. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.	Name of Attached Document Listing Required Information	
Broadband Deployment Locations – FCC 14-98 (par	agraph 80)	
4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.	Name of Attached Document Listing Required Information	
4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband	Name of Attached Document Listing Required Information	

	tion - Reporting Carrier ection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	371557
<015>	Study Area Name	HARTMAN TEL EXCH INC
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Linda L McKain
<035>	Contact Telephone Number - Number of person identified in data line <030>	3084232000 ext.

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

<039> Contact Email Address - Email Address of person identified in data line <030> lmckain@bwtelcom.net

	e Accuracy of the Data Reported for the Annual Reporting for	car of a recipients
certify that I am an officer of the reporting carrier; my respon recipients; and, to the best of my knowledge, the information	sibilities include ensuring the accuracy of the annual reporting requiren reported on this form and in any attachments is accurate.	nents for universal service support
Name of Reporting Carrier: HARTMAN TEL EXCH INC		
Signature of Authorized Officer: CERTIFIED ONLINE		Date 06/29/2016
Printed name of Authorized Officer: Linda McKain		
Title or position of Authorized Officer: Vice President		
Telephone number of Authorized Officer: 3084232000 ext.		•
Study Area Code of Reporting Carrier: 371557	Filing Due Date for this form: 07/01/2016	

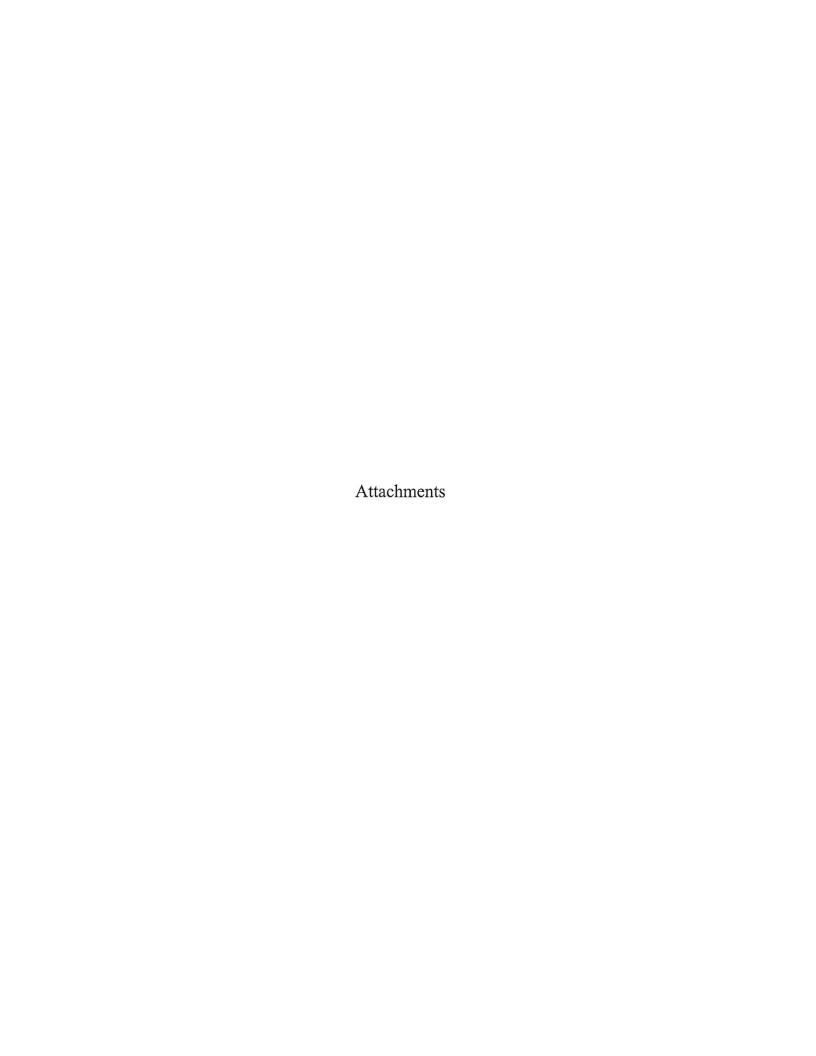
	tion - Agent / Carrier lection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013					
<010>	Study Area Code	371557						
<015>	Study Area Name	HARTMAN TEL EXCH INC						
<020>	Program Year	2017						
<030>	Contact Name - Person USAC should contact regarding this data	Linda L McKain						
<035>	Contact Telephone Number - Number of person identified in data line <030>	3084232000 ext.						
<039>	Contact Email Address - Email Address of person identified in data line <030>	lmckain@bwtelcom.net						

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

I certify that (Name of Agent)_ also certify that I am an officer of the reporting carrier; n agent; and, to the best of my knowledge, the reports and	is authorized to submit the information reported on behalf of the report esponsibilities include ensuring the accuracy of the annual data reporting requirements provided to the ta provided to the authorized agent is accurate.	
Name of Authorized Agent:		
Name of Reporting Carrier:		
Signature of Authorized Officer:	Date:	
Printed name of Authorized Officer:		
Title or position of Authorized Officer:		
Telephone number of Authorized Officer:		
Study Area Code of Reporting Carrier:	Filing Due Date for this form:	3885

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent A	Authorized to File Annual Reports for CAF or LI Recipie	nts on Behalf of Reporting Carrier
	orized to submit the annual reports for universal service support reporting carrier; and, to the best of my knowledge, the informati	
Name of Reporting Carrier:		
Name of Authorized Agent Firm:		
Signature of Authorized Agent or Employee of Agent:		Date:
Name of Authorized Agent Employee:		
Fitle or position of Authorized Agent or Employee of Agent		
Telephone number of Authorized Agent or Employee of Ag	ent:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:	



FCC Form 481	OMB Control No. 3060-0986/OMB Control No.	1-1/V-2013
(700) Price Offerings including Voice Rate Data	Data Collection Form	

</p

1/1/2016

0	Total per line Rates and Fees	21.34											
<	Mandatory Extended Area Service Charge	0.0											
 	State Universal Service Fee	1.39											
 	State Subscriber Line Charge	0.0											
<	Residential Local Service Rate	19.95											
<	Rate Type	FR											
<a3></a3>	SAC (CETC)												
<a2></a2>	Exchange (ILEC)	Hartman											
<a1></a1>	State	NE											

(710) Broadband Price Offerings

FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013 HARTMAN TEL EXCH INC lmckain@bwtelcom.net 3084232000 ext. Linda L McKain 2017 <039> Contact Email Address - Email Address of person identified in data line <030> <035> Contact Telephone Number - Number of person identified in data line <030> Contact Name - Person USAC should contact regarding this data <015> Study Area Name <010> Study Area Code <020> Program Year Data Collection Form

	d {select}										25.544				
<d4>></d4>	Usage Allowance Action Taken When Limit Reached {select}	Other, None			37.000										
	Usage Allowance (GB)	666666	666666	666666	666666	666666	666666	666666							
<q3></q3>	Broadband Service - Broadband Service Usag Download Speed -Upload Speed (Mbps) (GB) (Mbps)	3.0	5.0	10.0	10.0	1.0	3.0	3.0							
<q2></q2>	Broadband Service - Download Speed (Mbps)	3.0	5.0	10.0	20.0	3.0	10.0	20.0							
<c> <d1></d1></c>	Total Rates and Fees	39.95	59.95	74.95	119.95	39.95	74.95	119.95							
 	State Regulated Fees	0.0	0.0	0.0	0.0	0.0	0.0	0.0							
<tp>401></tp>	Residential Rate	39.95	59.95	74.95	119.95	39.95	74.95	119.95							
<a2></a2>	Exchange (ILEC)	Hartman													
<a1></a1>	State	NE					- 50-11								
<711>															

FCC Form 481	OMB Control No 3060-0986/OMB Control No. 3060-0819	July 2013	
(800) Operating Companies	Data Collection Form		

Redacted for Public Inspection

Title 47 §54.313(a)(1) Progress Report

Service Quality Standards and Consumer Protection Rules

Hartman Telephone Exchanges, Inc. operates in the State of Nebraska under the Rules and Regulations established by the Nebraska Public Service Commission (NPSC). Section 2 of the NPSC Rules and Regulations address the service standards and consumer protections established. Attached hereto is a copy of applicable parts of Section 2. For a full list of the rules and regulations, go to www.psc.state.ne.us.

At Hartman Telephone Exchanges, Inc., we pride ourselves on quality customer service. We take each service application, trouble report or customer complaint seriously. Our customer service and outside plant staff have many years of service with extensive training.

All service applications are completed on the day they are received unless requested otherwise by the customer. Service options, billing cycles, Lifeline programs, long distance issues/carrier choices and CPNI are all addressed with each new service application. Deposits are not required upon initial application. Delinquency in payment for service is the only reason any customer is refused service.

Trouble tickets are addressed the day they are received. Plant personnel are available after hours and on the weekends for any customer issues that might need addressed.

Each customer is important to us, so we make it our goal to fulfill each customer's needs.

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001.01CCC Telephone Company: Any person, firm, partnership, limited liability company, cooperative, corporation, or other entity engaged in the business of furnishing telecommunications services.

001.01DDD Terminating Location: The geographic area served for terminating interexchange telecommunications through the facilities of the exchange carrier at the terminating end of the call.

(001.01EEE Text Telephone (TTY): Any machine that employs graphic communication in the transmission of coded signals through wire or radio communication system.

001.01FFF TRS Act: The Telecommunications Relay System Act.

001.01GGG Vendor: Any person, firm, partnership, limited liability company, cooperative, corporation, or other entity that sells goods or services for profit.

001.01HHH Vouchers: Written certificates issued under the Telecommunications Relay System Act to pay private vendors for all or part of the cost of equipment to qualified deaf, hard of hearing, and speech-impaired persons in Nebraska.

001.01III Wireless Service: The offering of wireless telecommunications, as defined in Neb. Rev. Stat. \$86-456.01 (Supp. 2007), for a fee.

001.02 Requirement for a Certificate or Permit: Before any person offers any telecommunications service, it must first obtain from the Commission a certificate, if seeking to provide telecommunications services as a common carrier, or a permit, if seeking to provide telecommunications services as a contract carrier. No agency or political subdivision of the state may be issued a certificate of public convenience and necessity as a telecommunications common carrier or a permit as a telecommunications contract carrier.

002 LOCAL EXCHANGE SERVICE:

002.01 General:

002.01A An exchange carrier shall have the authority, through its Certificate of Public Convenience and Necessity, within its Certificated service area to:

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002.01A1 Provide local exchange or access line service.

002.01A2 Provide radio common carrier service, including paging and mobile telephone service. Such radio common carrier service shall be subject to the provisions of Chapter 6 of these rules and regulations.

002.01A3 Provide the resale of access line service as may be defined in the exchange carriers' tariffs.

<u>002.01B</u> The Commission shall maintain safeguards for the protection of proprietary information, included but not limited to, protective orders and limited distribution of the proprietary information.

002.02 Adequacy of Service:

002.02A Each exchange carrier shall provide adequate access line service. In determining whether the access line service provided by an exchange carrier is adequate, the Commission's consideration will include, but shall not be limited to, the adequacy of the carrier's plant and equipment, the number and nature of service interruptions, trouble reports, customer complaints and held applications, the nature of access line service offered by the carrier and the nature of the access line services desired by the public served.

<u>002.02B</u> In the event of a dispute between a subscriber or subscribers and an exchange carrier regarding the adequacy of the access line service provided, the carrier shall make such investigations as required by the particular case, and report the results to the subscriber. In the event the dispute is not reconciled, the exchange carrier, or the subscriber affected, may make application to the Commission for a determination of the dispute.

002.02C Each exchange carrier shall employ appropriate engineering and administrative procedures to determine the adequacy of access line service being provided to its customers.

002.02D Traffic studies shall be made and records thereof maintained to the extent and frequency necessary to determine that sufficient equipment and adequate operating forces are provided.

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002.02E Each exchange carrier shall employ adequate procedures for assignment of facilities. The assignment record shall be kept up-to-date and checked periodically to determine whether adjustments are necessary to maintain proper balance in all trunk and equipment groups.

002.02F Local access line service furnished by means of line concentrators or subscriber carrier equipment at a given exchange shall be substantially equivalent to that furnished other subscribers at that exchange served by means of normal physical loops.

 $\underline{002.02G}$ Each exchange carrier shall continually review its operations to assure that the access line service provided is adequate.

002.03 Interruptions of Service:

002.03A Each exchange carrier shall make all reasonable efforts to prevent interruptions of access line service. When interruptions occur, the exchange carrier shall re-establish access line service with the shortest possible delay consistent with the physical conditions encountered, the available work forces and with normal safety practices.

002.03B Each exchange carrier shall keep a record of all access line service interruptions or acute irregularities of access line service whenever reported to it or whenever the duration of a found access line service interruption exceeds twenty-four (24) hours. The record shall include appropriate identification of the customer or access line service affected, the date, time, duration, extent and cause of the interruption. The carrier shall furnish reports to the Commission upon request and shall inform the Commission as soon as possible of any occurrence of an unusual nature which apparently will result in prolonged and serious interruption of access line service to a large number of customers.

002.03C In the event the customer's access line service is interrupted other than by the negligence or willful act of the customer and it remains interrupted for a period in excess of twenty-four (24) hours after being reported or found to be interrupted, the carrier shall, upon request, or pursuant to direction of the Commission, refund the pro rata portion of the

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month's charge for the period of days during which such access line service was interrupted. Provided, however, if access line service is interrupted as the result of widespread disaster, and other than by the negligence or willful act of the exchange carrier, no refund shall be required unless the access line service remains interrupted for a period in excess of seven (7) days. No exchange carrier shall charge or collect any further rates for such service that was affected during the interruption of service. An exchange carrier may, in its discretion, refund such sum without request or Commission direction and for a lesser period of access line interruption. This refund may be accomplished by a credit on a subsequent bill for local exchange service.

002.04 Trouble Reports:

002.04A Each exchange carrier shall receive or provide a reasonable means for receipt of customer and/or access line trouble reports daily on a twenty-four (24) hour basis.

002.04B Each exchange carrier shall keep a record of trouble reports made by its customers. This record shall include appropriate identification of the customers or access line service affected, the time, date and nature of the report, the action taken, the date and time of trouble clearance or other disposition and the identification of the person making final disposition. The carrier shall furnish reports to the Commission upon request.

002.04C It shall be the objective to so maintain access line service that the average rate of all access line trouble reports in an exchange is no greater than six (6) per one hundred (100) access lines per month, based on a six (6) month period. In the event this average trouble rate reaches eight (8) per month, in a particular exchange, it shall be the responsibility of the exchange carrier serving that exchange to develop a plan to improve service in the exchange with the objective being to reduce trouble reports to acceptable levels.

002.04D In the case of access line service interruptions, each exchange carrier shall provide repair service daily consistent with the bona fide needs of the customer and the personal safety of exchange carrier personnel.

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002.05 Emergency Operations and Power:

002.05A Each exchange carrier shall make reasonable provisions to meet emergencies resulting from failures of lighting or power service, sudden and prolonged increases in local calls or similar emergencies and each exchange carrier shall inform its employees as to procedures to be followed in the event of emergency in order to prevent or mitigate interruption or impairment of access line service.

002.05B It is essential that all central offices have reasonably adequate provisions for emergency power. For offices without permanently installed emergency power facilities, there shall be a mobile power unit available which can be delivered on reasonably short notice and which can be readily connected.

 $\frac{002.05C}{(3)}$ Each central office shall contain, as a minimum, three $\frac{002.05C}{(3)}$ hours of battery reserve.

002.06 Public Telephone Service: In each municipality served by an exchange carrier where public convenience requires it, the exchange carrier shall supply at least one public pay station that will be available to the public on a 24-hour basis. The requirement for this facility may be waived by the Commission for reasons such as: abusive vandalism or damage, excessive cost of maintaining the pay station, or lack of use.

002.07 Intercept: Central office equipment shall be equipped to provide adequate operator or recorded announcement intercept to cover changed numbers, vacant numbers and vacant levels.

002.08 Maintenance Program:

002.08A Each exchange carrier shall adopt and pursue an adequate maintenance program, which includes provision for periodic tests, inspections and preventive maintenance for the purpose of insuring rendition of adequate service at all times.

002.08B Maintenance shall include keeping all plant and equipment in a good state of repair consistent with safety and adequate service performance. Broken, damaged or deteriorated parts which are no longer serviceable shall be repaired or replaced. Adjustable apparatus and equipment shall be readjusted as necessary when found by preventive routines or fault location tests to be in unsatisfactory operating condition. Electrical

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faults, such as leakage or poor insulation, noise induction, cross-talk or poor transmission characteristics, shall be corrected to the extent practicable within the design capability of the plant affected.

002.08C The maintenance program shall also include definite procedures designed to keep the central office equipment rooms clean and the humidity and temperature at satisfactory levels. These rooms should not ordinarily be used for storage of general supplies nor for a general workshop.

002.09 Operator Rules:

002.09A Suitable practices shall be adopted by each exchange carrier concerning the operating methods to be employed by operators with the objective of providing efficient and pleasing service to the customers.

002.09B Operators shall be instructed to be courteous, considerate and efficient in the handling of all calls.

002.09C All operator handled calls shall be carefully supervised and disconnections made promptly.

002.09D If a customer reaches a wrong number on a direct dialed call and notifies the operator, reasonable action shall be taken to make certain that the customer is not charged for the call.

002.10 Tests: Each exchange carrier shall provide or have access to test facilities which will enable it to determine the operating and transmission capabilities of circuit and switching equipment, both for routine maintenance and for fault location.

002.10A Each exchange carrier furnishing access line service, where local measured service is offered, shall provide the necessary facilities, instruments, and equipment for testing its metering and recording equipment.

002.10B The over-all accuracy of the test equipment and test procedures shall be sufficient to enable testing of meters and recording equipment within the requirements of these rules.

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- 002.10C All meters and/or recording devices used to record data and prepare customer's bills shall be in good mechanical and electrical condition, shall be accurately read and shall not involve approximations.
- $\frac{002.10D}{\text{perform}}$ All meters and/or recording devices shall accurately
 - 002.10D1 For message rate service, where timing or length of message is not involved, the meter and/or recording device shall show accurately the number of completed messages sent by the access line which it is measuring.
 - 002.10D2 For local measured and/or toll service where in addition to recording the number of messages, it is necessary to time and distance-rate the messages, the recording device shall show accurately the number of messages and the chargeable time involved in each message, applicable distance information, and the access line originating the message.
 - 002.10D3 Where the recording equipment provides coded information that is used to automatically prepare customer bills, accurate interpretation of such coded information is required.
- 002.10B Every billing meter and/or recording device shall be tested for accuracy, when put into service, either by the exchange carrier or a qualified organization.
- 002.10F All meters and/or recording devices tested in accordance with these rules for routine maintenance or pursuant to complaints shall be tested in their normal operating locations and wiring modes prior to removal or adjustment.
- <u>002.10G</u> Each exchange carrier shall adopt appropriate practices for the routine testing and maintenance of its meters and/or recording devices to assure the integrity of their operation.
- 002.10H Upon request of any customer the exchange carrier shall make a test of any metering and/or recording equipment related to the billing in question provided such request is not made more frequently than once each six (6) months.

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002.10I Any customer, by written application to the Commission, may have a test of metering and/or recording equipment conducted by the exchange carrier in the presence of a representative of the Commission for reasonable cause as determined by the Commission.

002.10J A record of all metering and/or recording equipment tests and adjustments and data sufficient to allow checking of the results shall be recorded and retained for a period of two (2) years. Such record shall include the identifying number of the meter and/or recording device, its type, the date and kind of test, and the result found in each test.

002.11 Answering Time Objectives: Each exchange carrier shall provide equipment designed and engineered on the basis of realistic forecasts of growth, and shall make all reasonable efforts to provide personnel so as to attain the following daily operator answer performance objectives under normal operating conditions:

002.11A Where the performance criteria is in terms of the average interval preceding answer, the objective shall be 2.5 seconds for all toll and assistance calls and 6.3 seconds for directory assistance and intercept calls.

<u>002.11B</u> Where the performance criteria is in terms of the percentage of calls which are answered within a specified period, the following objectives shall apply:

002.11B1 Ninety percent (90%) of all toll and assistance operator calls will be answered within ten (10) seconds (equivalent measurements as approved by the Commission may be used).

002.11B2 Ninety percent (90%) of repair service calls, calls to the business office and other calls shall be answered within twenty (20) seconds (equivalent measurements as approved by the Commission may be used).

002.11C. The term "answered" as used in this subsection shall be construed to mean that the operator or exchange carrier representative is ready to render assistance and/or accept information necessary to process the call. An acknowledgment that the customer is waiting on the line shall not constitute an "answered" call.

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- 002.11D Answering time studies shall be made by exchange carriers to the extent and frequency necessary to determine compliance with the objectives outlined in this subsection. The exchange carrier shall furnish reports to the Commission upon request.
- 002.12 Dial Service Objectives: Sufficient central office capacity and equipment shall be provided to meet the following requirements during the average busy hour-busy season:
 - 002.12A Ninety-eight percent (98%) of all calls should receive dial tone within three (3) seconds.
 - 002.12B Intraoffice trunks shall be sufficient so that ninetyseven percent (97%) of all correctly dialed intraoffice calls can be handled without encountering an all trunks busy condition.
 - 002.12C Local interoffice trunks in multi-office exchanges shall be provided in sufficient quantities so that ninety-six percent (96%) of all correctly dialed interoffice local calls will not encounter an all trunks busy condition.
 - 002.12D Trunks for extended area service shall be provided in sufficient quantities so that at least ninety-five percent (95%) of all correctly dialed calls offered to any trunk group within the local calling area will not encounter an all trunks busy condition.
- 002.13 Loop Transmission Objectives: Exchange carriers shall furnish and maintain adequate plant, equipment, and facilities necessary to provide satisfactory transmission of telecommunications. Transmission shall be at adequate volume levels and free of excessive distortion. Levels of noise and cross-talk shall be such as not to impair communications.
 - 002.13A Local line loops shall have a loop resistance not exceeding the operating design of the associated central office equipment. Longer loops may be used by employment of long line adapters and amplifiers, or special equipment.
 - 002.13B Transmission loss as set forth herein means the loss that occurs in a telephone connection, measured in decibels (db) at one thousand (1000) hertz per second, exclusive of test pads, impedance matching coils used for measurement, and similar devices. Transmission loss on local access line loops shall not

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exceed ten (10) db.

- 002.13C The maximum overall transmission loss objective, including the loss of terminating equipment on local interoffice trunks, shall be seven (7) db.
- 002.13D Noise, as set forth herein means noise expressed in db above reference level, with the standard C-message weighting (dbrnC) at applicable circuitry impedances. Reference level is defined as minus ninety (-90) dbm (minus 90 decibels referred to one milliwatt). The maximum noise objective for local access line loops shall be thirty (30) dbrnC.
- 002.13E The maximum power influence or noise-to-ground objective for local access line loops shall be ninety (90) dbrnC.
- $\frac{002.13F}{\text{lines}}$ The minimum loop current objective for local access lines shall be twenty (20) milliamps (ma).
- 002.14 Customer-Provided Semi-Public Telephones: Customer-provided coin or non-coin operated telephone instruments may be connected to semi-public telephone service offered by exchange carriers under the following conditions:
 - 002.14A Customer-provided coin or non-coin operated telephones must be registered in compliance with Part 68 of the Federal Communications Commission Registration Program or be connected behind an FCC registered coupler.
 - 002.14B The customer shall be responsible for the installation, operation and maintenance of any customer-provided telephones used in connection with this service.
 - 002.14C The customer shall be responsible for payment of all exchange carrier charges for this service as well as charges for all toll messages originated or accepted at this type of service.
 - 002.14D Customer-provided coin or non-coin operated telephones must have the following operational characteristics:
 - 002.14D1 Must be able to access the operator at no charge and without using a coin.

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002.14D2 Must be able to access 911 Emergency Service, where available, at no charge, without using a coin, and, when such instrument can only access 911 Emergency Service by use of a dialing sequence other than 911, must prominently display on such instrument, the appropriate dialing sequence to access 911 Emergency Service, where available.

002.14D3 Must be able to access all interexchange carriers unless the customer is an interexchange carrier in which case access may be limited to that carrier.

002.14D4 Must comply with all applicable federal, state, and local laws and regulations concerning the use of these telephones by disabled persons and the hearing impaired.

 $\frac{002.14D5}{\text{distance}}$ Must allow completion of both local and long distance calls from the zero (0) level.

002.14E The customer shall cause to be prominently displayed on each customer-provided coin or non-coin operated semi-public telephone the name of the owner of such instrument, the procedure for reporting the service difficulties and obtaining customer refunds, and the percentage or range of percentages by which the cost of long distance service to the vendor is increased to the user of such equipment.

002.14F Customer-provided semi-public telephones must be connected to one-party service and only one such instrument per line is allowed.

002.14G Rates for local calls from customer-provided semi-public telephones shall not be regulated by the Commission. Any additional charge for long distance service must be made in accordance with 002.14E preceding.

002.15 Application for Service:

002.15A An application or applicants desiring access line service from an exchange carrier may be required to make application in writing. Forms for this purpose shall be supplied by the exchange carrier and should be accompanied by a telephone number the exchange carrier can call during normal business hours to

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reach the applicant and complete the application.

oo2.15B Each exchange carrier shall keep a record of held applications by exchange, showing the name and address of each applicant for service, the date of application, the date service is desired, the class and grade of service applied for, together with the reasons for the inability to provide the new service or higher grade of service to the applicant. The exchange carrier shall furnish reports to the Commission upon request.

002.16 Refusal of Service and Disconnection:

002.16A Access line service may be refused or disconnected for any of the following reasons:

002.16A1 Without notice in the event of customer use of equipment in such a manner as to adversely affect the access line service to others.

002.16A2 Without notice in the event of tampering with the equipment furnished and owned by the exchange carrier.

002.16A3 For violation of or non-compliance with the Commission's regulations governing access line service supplied by exchange carriers or for violation of or non-compliance with the exchange carrier's tariff on file with the Commission.

002.16A4 Failure to pay for services rendered subsequent to proper notice.

002.16A5 Request for service or delinquency in payment for service at an indebted household, unless a customer in the indebted household to whom service is provided and billed has made prompt payment for such service. Rule and Regulation No. 121; October 27, 1993

002.16B The following shall not constitute sufficient cause for refusal of access line service to a present or prospective customer:

002.16B1 Delinquency in payment for service by a previous occupant, other than a member of the same

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household, of the premises to be served.

002.16B2 Failure to pay directory advertising charges or other unregulated charges.

002.16B3 Failure to pay for operator service provider charges billed by the local exchange carrier if the charge exceeds that of AT&T Communications of the Midwest.

002.16B4 Failure to pay for 900, 960 or 976 calls disputed by the customer.

002.17 Customer Billing:

002.17A Bills to customers shall be prompt and accurate, rendered regularly consistent with the carrier's tariff and shall contain a clear listing of all charges. An itemized listing of the services being subscribed to and their monthly rates, written or upon request of the customer, electronic, where available, shall be provided as a part of the initial bill or when service is ordered and subsequently upon reasonable request of the customer. No carrier shall impose interest or late payment fees for delinquent payment less than twenty (20) days from the date of billing.

002.17A1 "Prompt and accurate" billing shall mean that any charges for telecommunications services shall not be older than one hundred and eighty (180) days prior to the date of the first monthly billing statement or invoice that reflects such charges. The requirement of prompt billing shall not operate to curtail the rights of any telecommunications provider to collect payment for telecommunications services rendered and timely billed, and shall not operate to curtail the rights of any telecommunications provider to bill and collect for services obtained by fraud or other misconduct on the part of the customer regardless of when such bills are first submitted.

002.17B Billing Adjustments: For all billing adjustments resulting in a charge to the customer, a carrier must offer a reasonable amount of time for payment.

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002.17C If a dispute between the customer and the exchange carrier occurs regarding any bill, an investigation will be made and the results given to the customer. During the investigation, disconnection of service will not occur provided the balance of the bill not in dispute is paid. If the investigation does prove the disputed billing is correct under the regulations of the Commission, and the customer still will not pay the amount due, the exchange carrier may then disconnect service. The customer, or the exchange carrier, may make application to the Commission for review. Their decision will be final, subject only to legal redress as the parties involved may choose to exercise. The Commission may prohibit such disconnection pending judicial review of the dispute.

002.18 Information:

002.18A Each exchange carrier shall, upon request, provide its customers with such information and assistance as is necessary so that they may secure the most desirable grades of service.

002.18B Each exchange carrier shall provide or make provisions, through tariffs, for directory assistance and information regarding customers not listed in their locally published directory, provided, however, the number of a customer who has requested that his number not be made available to the public need not be disclosed.

002.18C Each exchange carrier shall provide or make provisions through tariffs, customer line verification in emergencies where possible.

002.19 Rules Governing Credit and Deposits:

002.19A Rules filed under Section 002.21G governing the establishment of credit by customers for the payment of service bills shall be subject to the following provisions:

002.19A1 The amount of deposit required shall not normally exceed the bill for two (2) month's service plus estimated toll charges for two (2) months. An increase in the deposit amount may be requested if increased usage or additional services warrants it.

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- 002.19A2 Deposits shall bear simple interest at the minimum rate of seven percent (7%) per annum. No interest need be paid on deposits held less than thirty (30) days.
- oo2.19A3 In the case of residential service the deposit shall be refunded upon request of the customer after twelve (12) consecutive months of prompt payment and refunded voluntarily after twenty-four (24) consecutive months of prompt payment.
- 002.19A4 In the case of business service, the deposits shall be refunded after thirty-six (36) consecutive months of prompt payment.
- 002.19A5 Deposits may be refunded sooner at the exchange carrier's option.
- 002.19A6 New and existing residential customers may be allowed to pay deposits or requests for increases in existing deposits in installments over a period of at least three (3) months.
- 002.19A7 Each exchange carrier holding customer deposits shall render to each depositor, when such customer's deposit is applied to an unpaid bill, a statement showing the bill then due and unpaid, the amount of the deposit, together with the interest accrued thereon and the period covered thereby, and the balance due or remaining to the credit of the depositor.
- 002.19A8 Each exchange carrier holding customer deposits shall render to each depositor, when and as such deposit is refunded, a statement showing the amount of the deposit, together with the amount of unpaid interest accrued thereon to the date of refund and the period covered thereby.
- 002.19A9 For purposes of establishing a refund date when deposits are paid on an installment plan, the date will be the day of receipt of the final installment.

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002.19A10 Bach exchange carrier holding deposits shall issue to every subscriber from whom a deposit may be exacted, a receipt of which a record shall remain in the possession of the exchange carrier.

002:19A11 Records shall be kept by each exchange carrier showing, with respect to each deposit, the account telephone number, the name of the customer making the deposit, the address of each depositor, if known, the date of receipt of the deposit and the amount of the deposit. These deposit records shall include deductions representing sums due and unpaid to the carrier, when the depositor ceased to be a customer and the date thereof, together with such other information as any such carrier may deem necessary to make a complete record of each deposit.

 $\frac{002.19B}{\text{ject to}}$ Guarantors shall be accepted in lieu of deposits subject to the following:

002.19B1 The guarantor shall be satisfactory to the exchange carrier.

002.19B2 The guarantor shall guarantee the payment of all specific charges for access line facilities and service covered on the date the guarantee arrangement is entered into. The guarantor's liability shall not exceed the amount otherwise required as a deposit by the exchange carrier from the customer.

002.19B3 The guarantor's obligation shall cease:

002.19B3a Upon the customer discontinuing service, or

002.19B3b After twelve (12) consecutive months of prompt payment, or

002.19B3c After ten (10) business days written notice by the guarantor to the exchange carrier, the customer would be subject to suspension of service unless a security deposit is received before the date the guarantor's obligation ceases.

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002.1984 The exchange carrier shall have six (6) months, from the date a guarantor's obligation ceases, in which to accumulate charges incurred prior to such date for which the guarantor may be obligated.

002.19B5 The exchange carrier shall provide written notification to the guarantor verifying date guarantor's obligation ceases.

<u>002.19C</u> The exchange carrier may request an existing customer for a deposit or guarantee or an increase in a deposit or guarantee only if increased usage warrants such request or where the customer's payment record is not satisfactory.

002.19D Where the customer's business is of a hazardous or temporary nature, the exchange carrier may bill such customer on other than a monthly basis with a corresponding adjustment in the deposit or guarantee requirement.

002.20 Complaint Handling Procedures: Customers' complaints about access line service, deposit requests, or other service or billing problems shall first be made to the exchange carrier. The carrier shall allow complaints to be accepted and processed in a simple manner and form. Every complaint shall be promptly investigated in a fair manner and the results reported to the complainant. If the report of the investigation is made orally, the carrier shall provide the complainant, upon request, the report in writing. If the carrier fails to resolve a complaint to the satisfaction of the complainant, the carrier shall, upon request, inform same of the availability of the Commission to review the carrier's investigation, including the Commission's address and telephone number.

002.20A An exchange carrier shall refrain from suspending or terminating service for non-payment during the pendency of a complaint before the exchange carrier or this Commission or its authorized designee, unless otherwise provided by the Commission or its authorized designee; provided however, that as a condition of continued service during the pendency of such dispute, a customer shall pay the undisputed portions of any bill for service.

002.21 Tariff to be Filed with the Commission: No exchange carrier shall offer access line service to the public, except pursuant to its tariff filed with the Commission. The provisions of such tariff shall be definite and so worded as to minimize ambiguity or the possibility of

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misinterpretation and shall include, together with such other information as may be deemed pertinent, the following:

002.21A A list of the exchanges or a separate sheet for each exchange showing the rates and charges for local exchange access line service at those exchanges.

 $\frac{002.21B}{\text{areas}}$ A map or maps of each exchange showing the various rate

002.21C Information as to the extended area access line service furnished.

002.21D Definitions of classes of access line service.

002.21E Rules for extending access line service to new customers indicating what portion of the line extension or the cost thereof will be furnished by the exchange carrier.

002.21F Rules governing foreign exchange access line service (where offered) and all other access line service offerings together with the corresponding rates and charges.

002.21G Rules governing the establishment or re-establishment of access line service including credit requirements.

002.21H Rules governing the procedures followed in disconnecting and reconnecting access line service.

002.21I Rules governing the billing procedures and payment requirements.

002.22 Directories:

002.22A One exchange alphabetical directory for each access line shall be made available, without charge, to all access line customers. The listings of customers in foreign exchanges to which extended area service is provided shall also be made available to all access line customers. Where such listings are not included in the exchange directory, the exchange carrier shall inform customers how such listings may be obtained. Inclusion of all listings for the calling area within a single volume is recommended.

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002.22B Directories shall be revised at least annually. Exemption from this requirement may be necessary with an office conversion, or when changed listings and new listings are not sufficient in number to cause serious inconvenience. Such exemption shall be provided upon approval of this Commission. A shorter directory interval may be necessary where the number of changed listings and new listings is abnormally large.

002.22C The name of the exchange covered by the directory, month and year issued, and the area code shall appear prominently. If the directory serves more than one exchange, such exchanges shall be listed in the front of the directory.

002.22D Each directory shall contain a list of common governmental emergency numbers, a list of extended area service points, and the repair service number; pertinent instructions concerning the use of local and extended area service; and an alphabetical list of all customers, together with their address (unless customer requests address omission) and telephone number. The number of a subscriber who has requested that his number not be made available to the public shall not be listed subject to any existing or future tariffs that may be applicable. The emergency numbers shall appear prominently in the directory either on the inner or outer face of the front cover, or on the first page inside the cover. The opening pages of the directory shall contain a conspicuous notice advising customers that should the carrier fail to satisfactorily resolve service or billing problems, the customer may refer the problem to the Nebraska Public Service Commission, 300 The Atrium, 1200 N Street, Lincoln, NE 68508, telephone number 402-471-3101.

002.22E Upon issuance of a new directory, two copies thereof shall be filed by the exchange carrier with the Commission.

002.23 Records:

002.23A All records required by these rules, unless otherwise specified herein, shall be preserved for the period of time specified by the Federal Communications Commission's Records Retention Schedule.

002.23B Each exchange carrier shall maintain records of its operations in sufficient detail as is necessary to permit review of its operation to assure the furnishing of adequate service.

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Such records shall be made available for inspection by the Commission upon request at any time within the period required for the retention of such records.

002.23C Where an exchange carrier is operated in conjunction with any other enterprise, suitable records shall be maintained, so that the results of the exchange carrier's regulated operation may be determined within a reasonable time after notice to the exchange carrier by the Commission.

002.24 Accounting:

 $\underline{002.24 \text{A}}$ For purposes of accounting to the Commission, each exchange carrier shall be classified in conformance with the latest FCC rules.

002.24B For the purposes of accounting to the Commission, each exchange carrier shall keep its books and records in accordance with the appropriate uniform system of accounts in conformance with the latest FCC rules.

002.24C Each exchange carrier shall file an annual report with the Commission on or before April 30 of the succeeding year.

002.24D Exchange carriers filing an annual report with the Federal Communications Commission shall file a copy of same with the Commission and in addition shall file with the Commission an annual report on the form prescribed by the Commission.

002.24E Exchange carriers operating in more than one state shall file with the Commission a supplemental annual report with segregation of accounts and miscellaneous statistics for the State of Nebraska on the form prescribed by the Commission.

002.24F Exchange carriers not filing an annual report with the Federal Communications Commission shall file with the Commission an annual report on the form prescribed by the Commission.

002.25 Service Area:

002.25A Each exchange carrier shall file with the Commission a map for each exchange operated in the State of Nebraska. Each map shall show the exchange area of the exchange for which such map is filed. The exchange area shall be enclosed in a solid

Hartman Telephone Exchanges, Inc. Ability to Remain Functional in Emergency Situations

- Hartman Telephone Exchanges, Inc. (HTE) has been providing high quality service in Nebraska since 1961. This includes operating in adverse conditions including blizzards, ice storms, thunderstorms, tornadoes and during prolonged power outages. HTE's management team, plant supervisors, plant technicians and customer service representatives have the training, experience and equipment necessary to respond to, manage and operate in emergency situations.
- 2. Hartman Telephone Exchanges, Inc. follows applicable Rural Utilities Service (RUS) Telecommunications program practices and guidelines including the Telecommunications Engineering and Construction Manual (TE&CM) and other industry standards available to small telecommunications carriers. Hartman Telephone Exchanges, Inc. also meets the requirements of the Nebraska Public Service Commission (NPSC) as applied to local exchange service.

3. Back-Up Power

3.1. Central Office

- 3.1.1. Hartman Telephone Exchanges, Inc. maintains storage batteries in each central office designed to provide a minimum reserve capacity consistent with RUS TE&CM 1751E-302, Power Requirements for Digital Central Office Equipment. 1751E-302 paragraph 2.3.4 recommends a minimum reserve capacity of 8 hours, or 3 hours if the central office is equipped with an emergency standby generator. This is consistent with Title 291, NPSC Telecommunications Rules and Regulations, Chapter 5, paragraph 002.05 Emergency Operations and Power.
- 3.1.2. Hartman Telephone Exchanges, Inc. maintains a dedicated standby generator fueled with natural gas in Danbury and in Haigler fueled with propane. The tank capacity is 500 gallons. The standby unit is equipped with an automatic transfer switch so that in the event of an interruption of the commercial electric power lasting more than a few minutes, the standby generator starts automatically and provides electrical power to the central office equipment, air conditioning and building lighting. The automatic transfer switch also exercises the standby unit periodically and an alarm indication is sent if the standby generator does not start so that telecommunications personnel can perform proactive maintenance. A portable generator can also be connected directly to the building if necessary.

Hartman Telephone Exchanges, Inc. Ability to Remain Functional in Emergency Situations

3.2. Remote Equipment Cabinets

3.2.1. Where electronic equipment in cabinets located remotely from the central office, is used to provide service, the cabinets are equipped with batteries designed to operate for a minimum of eight hours without commercial electrical power. In addition, Hartman Telephone Exchanges, Inc. maintains portable AC standby generators for use in the event of prolonged commercial power interruptions and the cabinets are equipped with external receptacles to facilitate connection to portable generators.

3.3. Optical Network Terminations (ONT's)

3.3.1. Where Fiber-to-the-Premises (FTTP) technology has been deployed the ONT's are powered by micro-uninterruptable power supplies (UPS) located on the customer premises and powered from the customer's commercial electrical power. The UPS batteries are specified for a minimum of eight hours of reserve capacity. The FTTP electronics system monitors the ONT's and notifies HTE's maintenance personnel when any ONT's batteries are no longer capable of holding the charge required for the designed battery reserve capacity so that HTE can work with the customer to replace the UPS batteries. HTE also maintains a cache of UPS's for routine and emergency replacement.

4. Rerouting Traffic around Damaged Facilities

- 4.1. In the event of damage to cable facilities owned by Hartman Telephone Exchanges, Inc., our maintenance personnel would restore service using emergency splice kits kept on hand for these types of service disruptions. If the damaged facilities are not owned by Hartman Telephone Exchanges, Inc. we would work with the carrier directly affected to identify the source of disruption and the estimated amount of time before service is restored.
- 4.2. Hartman Telephone Exchanges, Inc. currently has diverse toll routes in service. Both routes are used to support toll calling as well as critical circuits such as 911 trunks and SS7 A-links. Every effort is made to groom the trunks over the

Hartman Telephone Exchanges, Inc. Ability to Remain Functional in Emergency Situations

diverse toll routes so that a single outage does not isolate customers from critical services.

4.3. In the event of an extended outage, contact would be made with another service provider which has a separate, physical cable connection with HTE to provision temporary alternate routes supporting originating and terminating toll calls. Emphasis would first be placed on establishing connections to nearby PSAP, law-enforcement and emergency services.

Managing Traffic Spikes

- 5.1. Hartman Telephone Exchanges, Inc. meets Title 291, NPSC Telecommunications Rules and Regulations, Chapter 5, paragraph 002.12 <u>Dial Service Objectives</u> for sufficient central office capacity and equipment during the "...average busy hour-busy season..."
- 5.2. Hartman Telephone Exchanges, Inc. follows applicable RUS practices 522 and 322 when specifying, administrating, and assigning facilities within its control (as opposed to facilities ordered by connecting interexchange carriers).
- 5.3. The Genband C15 soft switches in service in Wauneta & Haigler will provide performance up to 250,000 Busy Hour Call Attempts (BHCA) of which we are currently operating at 4408 BHCA in Danbury and 3093 BHCA in Haigler. The backplane is non-blocking and will allow 24 DS-0's of traffic to be passed per DS-1 port. The C15 controllers are completely duplicated for reliability. When traffic volumes greatly exceed specified criteria and additional capacity of the switch or connecting facilities, the Genband C15 continues to process calls but with potentially longer waiting times for dial tone, higher post-dialing delays and a higher probability of callers receiving all trunks busy indications (fast busy) and having to redial calls. Depending on the magnitude and duration of extreme peak demand, HTE would examine alternatives such as provisioning additional facilities and work with connecting carriers to expedite additional capacity.

Terms and Conditions for Lifeline Customers

Hartman Telephone Exchanges, Inc. operates in the State of Nebraska. As such, we follow the rules and procedures established by the Nebraska Public Service Commission.

On its website (psc.state.ne.us), the Nebraska Public Service Commission has published the attached pages. They describe the program, eligibility and application process. Qualifying consumers receive discounts on their local residential service and subscriber line charge. The discounts the consumer receives are: \$6.50 (federal) subscriber line charge, \$2.75 (federal) local service and \$3.50 (state) local service. Each consumer also qualifies for exemption from the Nebraska Universal Service Fees. Also, if the customer requests a toll deny service, credits are issued for the full amount of the charges for that service. There are no discounts on long distance fees or plans. The consumer has unlimited local calling; long distance calling is not included in this plan.

Nebraska Telephone Assistance Program

The Nebraska Telephone Assistance Program (NTAP) assists qualifying low-income individuals with keeping telephone services affordable by lowering monthly service rates. Individuals can qualify for NTAP by participating in Medicaid, Supplemental Nutrition Assistance Program (SNAP), Kid's Connection (SAM, MAC, or EMAC), Supplemental Security Income (SSI), Low-Income Home Energy Assistance (LIHEAP), National School Lunch Program Free Lunch Program, Federal Public Housing, Temporary Assistance for Needy Families (TANF), or if household income is at or below 135 percent of the poverty level.

What is NTAP?

- NTAP assists qualifying low-income individuals with obtaining and keeping telephone service by lowering monthly service.
- NTAP reduces the cost of local telephone service by \$12.75 per month. The discount
 will appear as a credit on your monthly telephone bill. No cash or checks will be
 distributed. The telephone bill must be in the name of, or contain the name of, the
 applicant.

Who is eligible for NTAP?

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplement Security Income (SSI)
- Federal Public Housing Assistance
- Low-Income Home Energy Assistance Program (LIHEAP)
- · Childrens Health Insurance Programs (Kids Connection, SAM, MAC & EMAC)
- National School Lunch Program FREE Lunch Program
- Temporary Assistance for Needy Families (TANF)
- Income at or below 135% of poverty level

How do I apply or receive an application?

To apply for NTAP, complete an application form and provide proof of eligibility (as directed on the application) - Click Application Form Below

Application Form and Instructions

OR

To receive an application form:

Call the Nebraska Public Service Commission at: (402) 471-3101 (Lincoln); (800) 526-0017 (Nebraska Only),

OR

Mail request to: NTAP PO Box 94927 Lincoln, NE 68509-4927

OR

To Print off an application form - Click Here

When you have filled out the application, mail COMPLETED application form to:

- NTAP
- PO BOX 94927
- · Lincoln, NE 68509-4927

CARRIERS ONLY

Exempt Lifeline Customer Database - Restricted Access

Orders

Rules & Regulations

Statutes

Nebraska Public Service

Commission

Lincoln, NE 68508 Phone: 402-471-3101 Toll Free: 1-800-526-0017 (NE Only) TDD: 402-471-0213

State Information

Privacy Statement Security Information 1200 N Street, Suite 300, Acceptable/Intended Use Policy Accessibility Policy State of Nebraska

Fax: 402-471-0254

NEBRASKA TELEPHONE ASSISTANCE PROGRAM (NTAP) APPLICATION AND CERTIFICATION FORM

(If you live on Tribal land, DO NOT use this application. Contact your local phone company for a Tribal land discount.)

APPLICANT INSTRUCTIONS: In order to be approved to receive assistance on your phone bill you must complete and sign this application. Read this application completely (Front and Back), answer all questions on this form, provide <u>all</u> documents equested, sign this application and return it to the NTAP department at: PO Box 94927, Lincoln, NE 68509. Have Questions: Call 1-800-526-0017 or in Lincoln, 402-471-3101

Applicant's complete Social Securi	ty Number:			
Unifero Strates officen diago organidarough 4-1714 after as a fortio		he correspond of correctivity	ng Willi Nois, Rev. Stat. 31	\$ 4-108
I am a citizen of the United StOR I am a qualified alien under th follows: My alien number is: upon request.	e federal immigr	ation and Nationality Act, m	y immigration status and alien to provide a copy of my USC.	number are as IS documentation
A "household" is any individual o address as one economic unit. If support to him/h.r. both scoole s living with their parants or quandle	orono of halding a religior or hand or commitation	or animinari income and i cid pain of the scame hous	od) who are a ring together a was with someone who pro- chold. Children under the p	vides financial
lease list all members of your househ	old including ap	olicant.		
First Name	MI	Last Name	Social Security Number	Date of Birth (Month/Day/Year)
				-
		4		
				+

****PLEASE NOTE: THIS APPLICATION IS PRINTED FRONT AND BACK. REMEMBER TO DOUBLE CHECK EACH SIDE TO MAKE SURE YOUR APPLICATION IS COMPLETE****

Presbirates (1 attendario	me hassistrannes Programm (NT	or afold to sunt in the num	nation-Please Print
Applicant Name: Last	First		MI
_ast 4 digits of Applicant's Social Sec	curity Number: A	Applicant's Date of Birth:	
Street Address of where you live (This	cannot be a PO Box):		
Street:		Apt Number:	
Dity:	State:	Zip Code:	
Please check one: Is the address	s listed above: Temporary	Permanent	
Aailing Address: ONLY if different from	n the address you listed above. This <u>can t</u>	oe a PO Box.	
Nailing Address:			
Dity:	State:		Zip:
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/ly Phone Number is: ()			
Sustomer Name on Phone Bill: *Please Note: the phone bill must h	e in or contain the applicant's name		
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Medicaid-No Proof Needed Low-Income Home Energy Supplemental Nutrition Assi Temporary Assistance for N Kids Connection (SAM, MA Federal Public Housing-Cor National School Lunch Prog Supplemental Security Inco	Assistance (LIHEAP) –No Proof Need stance Program (SNAP)-No Proof Need leedy Families (TANF)-No Proof Need or EMAC)-No Proof Needed applete section of form titled "Housing pram Free Lunch Program-Current aw me (SSI)-Current award letter from Sc 5% of the poverty level-See eligibility	led eded ded Authority Personnel Please and letter from school or Cal ocial Security Administration	Note" on last page Il NTAP for form

NEBRASKA TELEPHONE ASSISTANCE PROGRAM (NTAP) APPLICATION AND CERTIFICATION FORM

Each of the following statements MUST be marked in order to receive phone assistance.

	I Certify Under Penalty of Perjury that:
	I agree to notify my phone provider and complete a new application requesting assistance within 30 days of moving.
	I understand that if I provided a temporary address above I am required to verify my address every 90 days. I understand that if I fail to respond to address verification, it may result in my being de-enrolled (the credit being removed from my phone account) from NTAP.
	I understand completion of this application does not constitute immediate acceptance into this program.
	I understand that I will be required to recertify my information and provide proof of participation in one of the programs listed in the eligibility section of this application or provide proof that my income is currently at or below 135% of the poverty level at any time. I understand that failure to recertify my information and/or provide proof of current participation in one of the programs listed in the eligibility section of this application or that my income is currently at or below 135% of the poverty level will result in being de-enrolled (having the credit removed from my phone account) from the program.
	I understand that NTAP is a non-transferable benefit and that I may not transfer this benefit to any other person.
	I understand that NTAP is a federal benefit and that willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment (credit being removed) or being barred from the program.
	I understand that at any time I may be requested to re-certify my continued eligibility and that if I fail to re-certify it will result in me being de-enrolled (credit removed from my account) from NTAP.
	I understand that if I am receiving more than one NTAP credit or if for any reason I no longer satisfy the criteria outlined in this application to receive NTAP support I will notify my phone company and NTAP within 30 days and that failure to abide by this requirement may result in penalties.
]	I understand that there can only be one supported phone line per household, I have read the definition of household provided above and I understand that if I violate the one supported phone line per household rule it violates the FCC's rules, I will be de-enrolled (credit removed from my account) from NTAP and this violation could result in criminal prosecution by the U.S. Government.
]	I will notify my phone provider and NTAP within 30 days if my household is receiving more than one NTAP benefit or if at the time that I am applying for NTAP assistance another person in my household is already receiving assistance from NTAP. I understand that failure to follow this requirement may result in penalties.
	I agree to notify NTAP within 30 days of changing my phone number.
	I agree to notify NTAP and complete a new application requesting assistance if I decide to change my phone provider.
	I understand that if I am completing this application due to a change of phone providers, it will not result in more than one NTAP supported phone account in my household or I understand that in the future if I change phone providers, this change cannot result in more than one NTAP supported telephone account in my household.
	I currently participate in one of the programs listed above in the eligibility section of this application or that my income is currently at or below 135% of the poverty level and I have provided proof of participation or proof of income if required to do so.
	I understand it is my responsibility to notify the NTAP and my phone company within 30 days after I no longer participate in at least one of the qualifying programs or that my income is no longer at or below 135% of the poverty level and that failure to abide by this requirement may result in penalties.
here	by certify that my response and the information provided on this form and any related application for public benefits are true, comp

plete, and accurate and I understand that this information may be used to verify my lawful presence in the United States. I further certify, under ienalty of perjury, the above information is true. I have read the information on this application and understand I must meet the above qualifications to receive assistance from this program. By signing this application, I hereby give consent to release my information provided in his application to the administrator of the Lifeline Program-Universal Service Administrative Company and I understand that the information eleased will be kept confidential.

AT AP ELIGHBLETY BASED ON INCOME CURDS lates to an obtaining this section if you completed the Program eligibility section above income is all income received by all members of a household. This includes that is not writted to safary before deductions of taxes public assistance benefits, social security payments pensions unemployment compensation, vereith's pensitive inheritances, allienty, child support payments, wanters, compensation benefits, order, and lovery wronings.

Household Size	1	2	3	4	For each add'l person
At or below	\$15,512	\$20,939	\$26,366	\$31,793	Add \$5,427

You must provide explicit of detainentation to show that your arrabal income is at of below 184% of the governy table. Befow is a list of documents accepted to show phot of income. When submitting documentation, please do not submit a document that is over 1 calendar year old. If possible, please shall a copy of the documents you are submitted. Submitted documents will not be returned.

Salaries, Wages, Tips, Commissions, etc.: Three consecutive months of paystubs, your most recent W2 forms or last year's income tax form. If you are self-employed; send a copy of your recent income tax form.

Retirement, Social Security or Pensions: Copies of your award notice or statement of benefits letter.

Workers' Compensation, Unemployment or Disability: Copy of the letter you received from Workers' Compensation, letter from State employment office, check stubs or your award letter from the Social Security Office.

Military Benefits: Copy of your Veterans, Civil Service, or Military Allotment benefits statement.

Child Support or Alimony: Copy of checks received, court decree or legal agreement.

Other: Any award letters or benefit statements of other income received.

Household has no income: If your household does not have any income, you are required to submit a written statement which clearly states that your household has no income. Your statement must be signed and dated by you, the applicant and be included with the application you return to NTAP.

PROOF OF FIGURAL HOUSING DESCRIPTION of the receiving Federal Housing Assistence, places have your local Housing Authority Personnel complete this document. Places return his document to see NTAP department with your completed application.

HOUSING AUTHORITY PERSONNEL PLEASE NOTE:

You are completing this document as verification that the person below is receiving Federal Housing Assistance (HUD, Section 8 or USDA Rural Development). Please complete all the information below.

Tenant Name:				
AGENCIES hereby "certify" that their office is directly involved with administering the program(s) or has access to the records of the office that does administer the program(s), and the applicant is currently on these program(s).				
Authorized Signature and Tit	le (Housing Authority Personnel ONLY)			
Printed Name of Authorized	Personnel	Date		
()				
Telephone Number				
Agency Address				
City	State	Zip Code		

CERTIFICATION

Pursuant to 47 CFR Section 54.313(f)(1)(i), we hereby certify that Hartman Telephone Exchanges, Inc. has taken reasonable steps to provide upon reasonable request broadband service at actual speeds of 4 Mbps downstream/1 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to reasonably comparable offerings in urban areas, and that such requests for such service are met within a reasonable amount of time.

Randall J. Raile
General Manager

HARTMAN TELEPHONE EXCHANGES, INC.

COMMUNITY ANCHOR INSTITUTIONS PROGRESS REPORT

NUMBER

NAME

ADDRESS

None

Redacted for Public Inspection

3026 Financial Report